

059 - CLERK-RECORDER

Operational Summary

Mission:

The Clerk-Recorder Office's mission is to provide efficient service to the public in a way that exemplifies the highest standard of courtesy, cost effectiveness, and ethical performance as well as to make public records readily accessible to citizens/taxpayers in a convenient manner while safeguarding confidentiality and the security of those records.

Strategic Goals:

- Provide efficient service to the public in a way that exemplifies the highest standard of courtesy, cost effectiveness, and ethical performance.
- Make public records readily accessible to citizens/taxpayers in a convenient and cost effective manner.
- Safeguard the confidentiality and the security of the public's records.

Key Outcome Measures:

Performance Measure	2001 Business Plan Results	2002 Business Plan Target	How are we doing?
CONTINUE CUSTOMER SATISFACTION SURVEYS WHICH RATE OVERALL QUALITY, FEES AND SERVICE. What: This is a tool for measuring customers satisfaction and to insure we are addressing customer needs. Why: Quality customer service is our top priority.	Survey results are 97% above standard.	The target is 98% above standard.	Office operations/standards are continually monitored/expanded and expenses minimized where appropriate.
THE NUMBER OF DOCUMENTS UTILIZING ELECTRONIC RECORDING. What: This measurement provides higher levels of transactions with minimal staffing increases. Why: Public has access to recorded documents within short timeframes.	162,490 documents using electronic recording were processed.	410,000 documents are targeted to use Electronic Recording.	We have maintained a 48 hour document turn around time.
NUMBER OF RECORDS CONVERTED TO ALTERNATE MEDIA TO INSURE EASE OF ACCESS AND PRESERVATION. What: This measurement is a tool to evaluate efforts to provide access and safeguard the public's records. Why: To provide added security to public records now and for future retrieval.	573,000 vital record images transferred from microfilm to digitized images.	1. Transfer 52,000 confidential Marriage records from paper to digitized images. 2. Convert approximately 5.5 million official records from microfilm to digitized images.	The Office's technology plan enhancements are on track and priority continues to be placed on security of records.

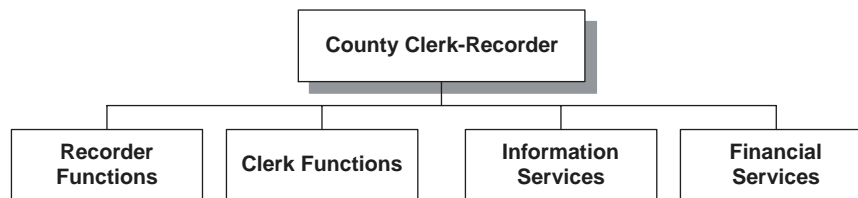
At a Glance:

Total FY 2001-2002 Actual Expenditure + Encumbrance:	6,470,784
Total Final FY 2002-2003 Budget:	7,914,067
Percent of County General Fund:	0.33%
Total Employees:	102.00

Fiscal Year FY 2001-2002 Key Project Accomplishments:

- Fifty-one (51) electronic recording clients have been switched from the T-1 conveyance of documents to the less expensive, broader ranging, Internet version.
- 100,000 vital record images were converted from microfilm to TIFF images.
- Real Property grantor/grantee index and images were made available via the Internet to trusted title companies.
- A user-friendly cashing system that produces accounting reports was implemented.

Organizational Summary



COUNTY CLERK-RECORDER - The Clerk-Recorder is an elected official who, with the administrative staff, directs the activities of the department in satisfying the needs of the public regarding the recordation of various real property documents, filing of birth, death and marriage records, issuing marriage licenses, and filing Fictitious Business Names and other documents.

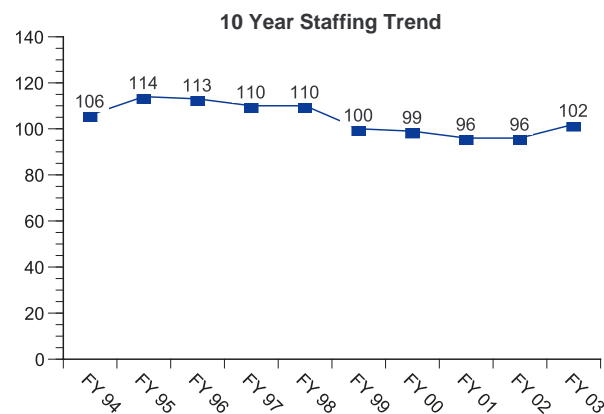
RECORDER FUNCTIONS - This division assists the public and title companies in recording documents pertaining to real property transactions. Included in this process is the examination of documents to determine recordability, recording and indexing documents, and optically imaging all recorded documents for storage and retrieval.

CLERK FUNCTIONS - This division is responsible for issuing marriage licenses and performing wedding ceremonies. It also registers Notary Publics, Process Servers, Professional Photocopiers, and Unlawful Detainer Assistants; files documents related to Fictitious Business Name registrations and Environmental Impact Reports; and produces copies of recorded documents and issues birth, death, and marriage certificates.

INFORMATION SERVICES - This division provides technical and user support for all automated systems within the department. Staff provides short and long term automation planning, systems installation, user training, systems maintenance, and telecommunications support.

FINANCIAL SERVICES - This division is responsible for the fiscal integrity of the Department through the assessment of funding needs and fiscal issues that may impact Department activities. This includes budget planning, development, monitoring and implementation; oversight of expenditures and revenues; purchasing and deposit of funds.

Ten Year Staffing Trend:



Ten Year Staffing Trend Highlights:

- Four additional limited term positions were added mid-year in FY 2001-02 to accommodate workload increases for the recording of documents. This brings our staffing compliment to 100 employees, the same level as 1999.

- The Office has been able to maintain a continued minimum staffing level due to enhanced automation and work process review.
- A County Archives Program needs to be established to preserve historic documents which must be made part of our County-wide records management program to maintain and improve record continuity and provide a method for retrieval. Two additional staff are needed to provide conversion services, relocate the archives, expand hours for public access, develop a preservation program and provide records access and retention.

Budget Summary

Plan for Support of the County's Strategic Priorities:

The Clerk-Recorder's Office will continue to review costs of operation, maximize service to the public, and contribute revenues in excess of expenses to the County General Fund.

Changes Included in the Base Budget:

Four (4) additional limited term positions were added to the Clerk-Recorder in FY 2001-02. These positions support an increase in workload due to low housing interest rates, resulting in an unanticipated volume of home purchases/recordings. The cost of these positions are fully offset by recording fee revenue.

Approved Budget Augmentations and Related Performance Results:

Unit/Amount	Description	Performance Plan	Ref. Num.
Clerk Functions Amount:\$ 125,653	A County Archives Program is needed to preserve historical documents and make records available.	Establish program by January 1, 2003; Increase public visitation by 75%.	059-001

Final Budget and History:

Sources and Uses	FY 2000-2001 Actual Exp/Rev	FY 2001-2002 Final Budget	FY 2001-2002 Actual Exp/Rev ⁽¹⁾	FY 2002-2003 Final Budget	Change from FY 2001-2002 Actual	
					Amount	Percent
Total Positions	-	96	100	102	2	2.00
Total Revenues	12,674,114	10,319,732	16,361,380	13,943,423	(2,417,957)	-14.78
Total Requirements	5,105,740	5,397,321	6,411,908	7,914,067	1,502,159	23.43
Net County Cost	(7,568,374)	(4,922,411)	(9,949,472)	(6,029,356)	3,920,116	-39.40

(1) Amounts include prior year expenditures and exclude current year encumbrances. Therefore, the totals listed above may not match Total FY 2001-02 Actual Expenditure + Encumbrance included in the "At a Glance" section.

Detailed budget by expense category and by activity is presented for agency: Clerk-Recorder in the Appendix on page 595.

Highlights of Key Trends:

- Unanticipated revenue from recording fees increased in FY 2001-02 by approximately 33% due to extremely low housing interest rates which increased housing purchases and property recording. This revenue trend is

dependent on the housing market. Recording fee revenue in FY 2002-03 is projected at an increased level, however the Clerk-Recorder's Office will be carefully monitoring this trend to ensure that property recording remains stable and that revenue projections will be met.

Budget Units Under Agency Control

No.	Agency Name	County Clerk-Recorder	Recorder Functions	Clerk Functions	Information Services	Financial Services	Total
059	Clerk-Recorder	1,823,936	2,707,720	1,377,884	1,683,696	320,831	7,914,067
	Total	1,823,936	2,707,720	1,377,884	1,683,696	320,831	7,914,067